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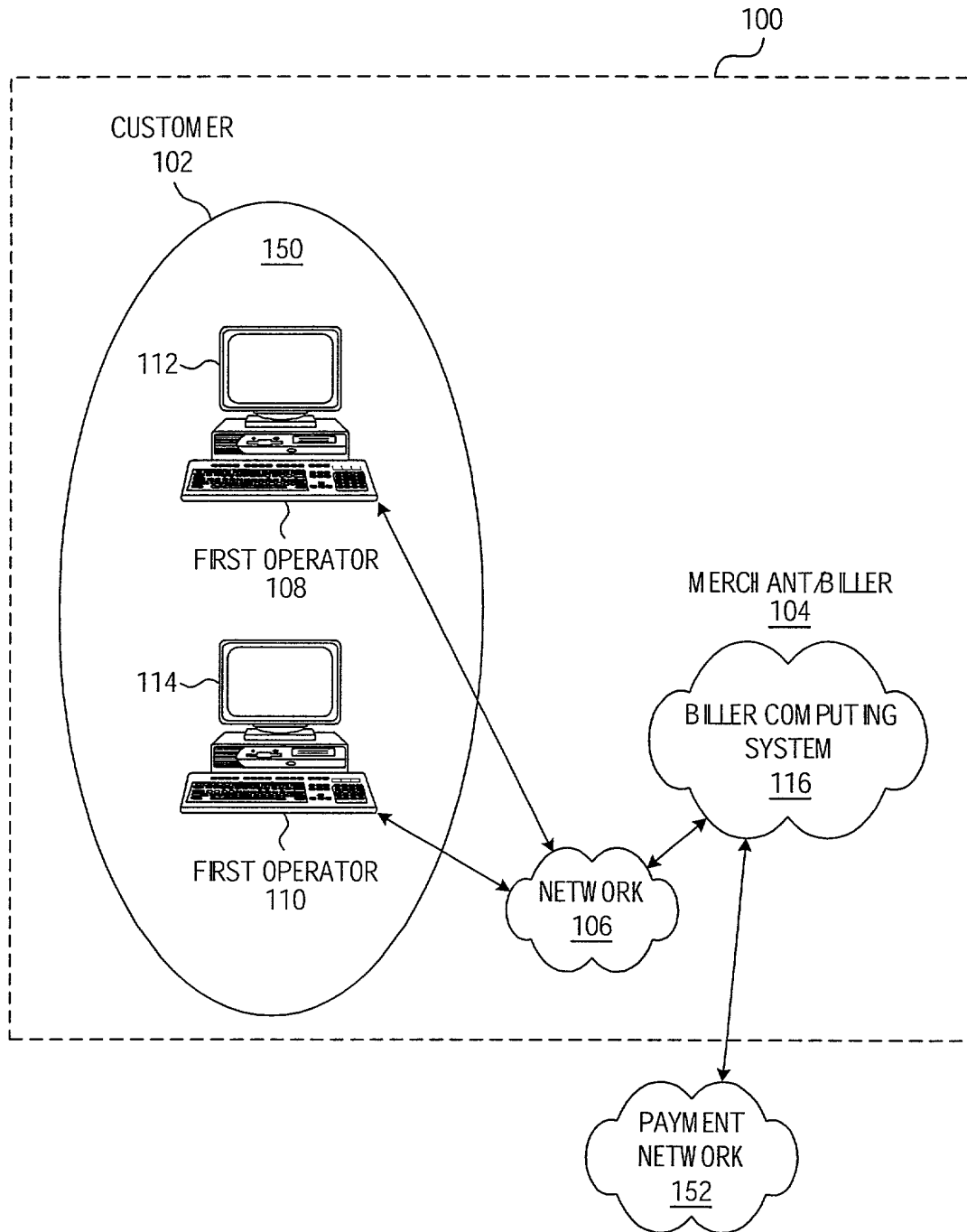


FIG. 1

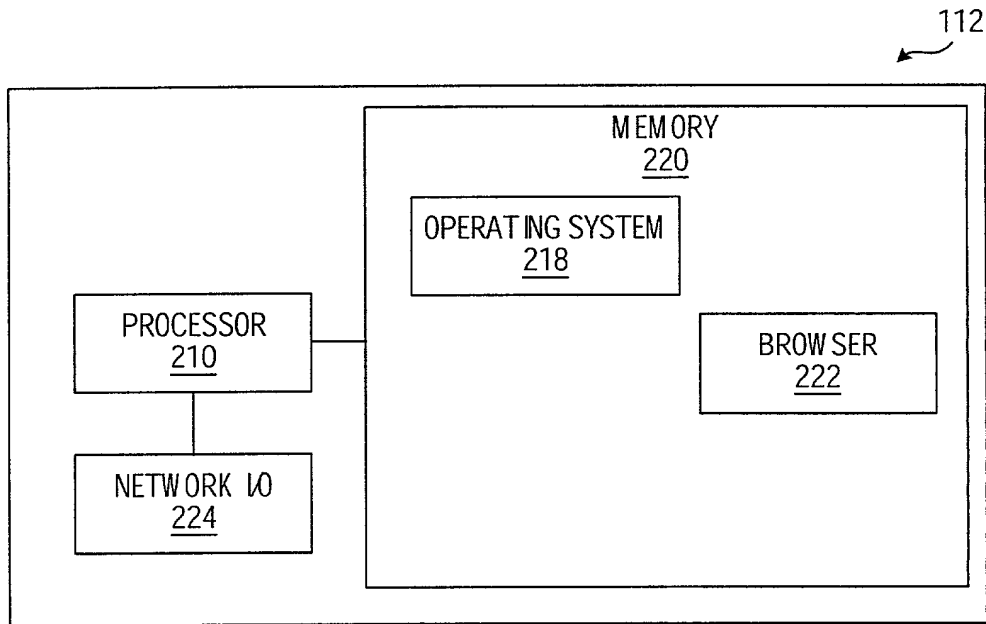


FIG. 2A

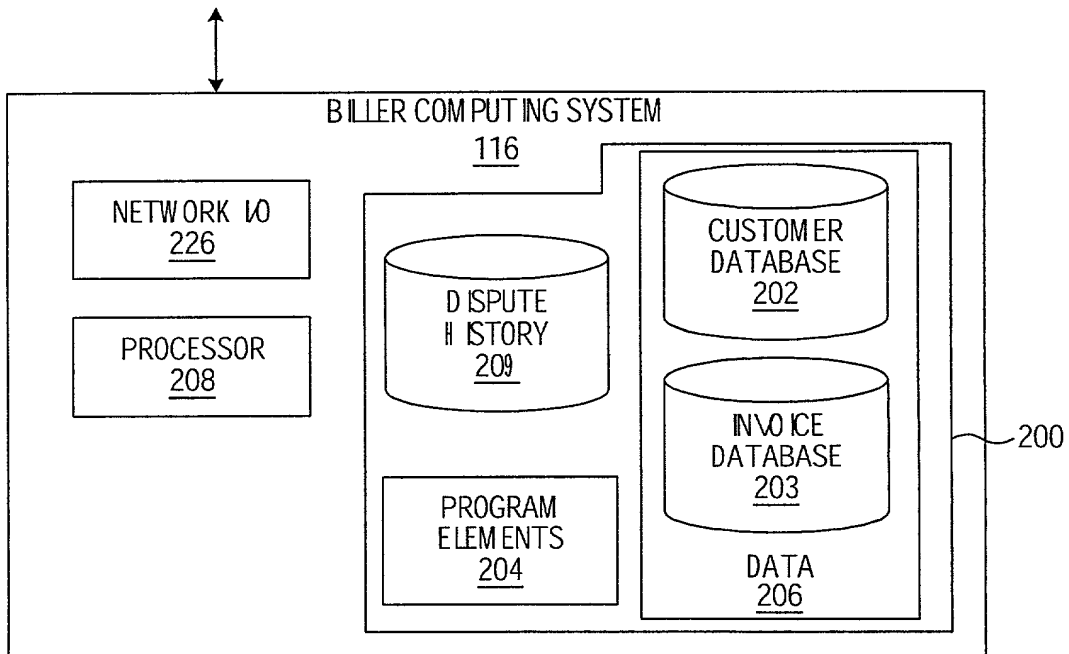


FIG. 2B

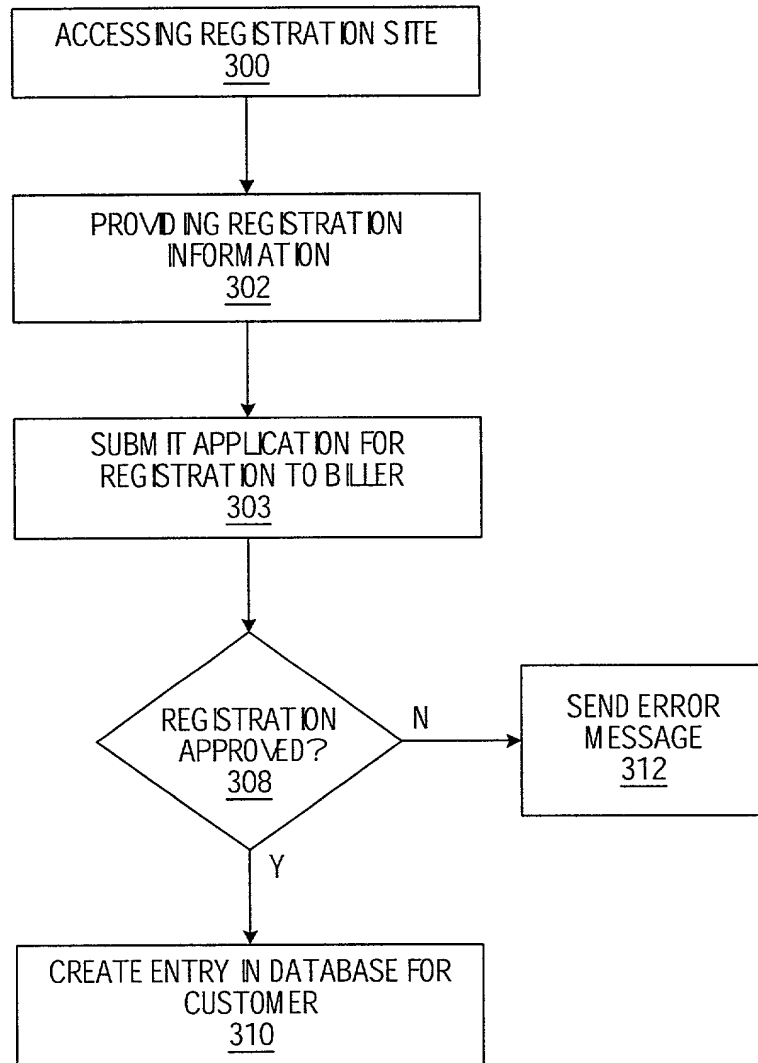


FIG. 3

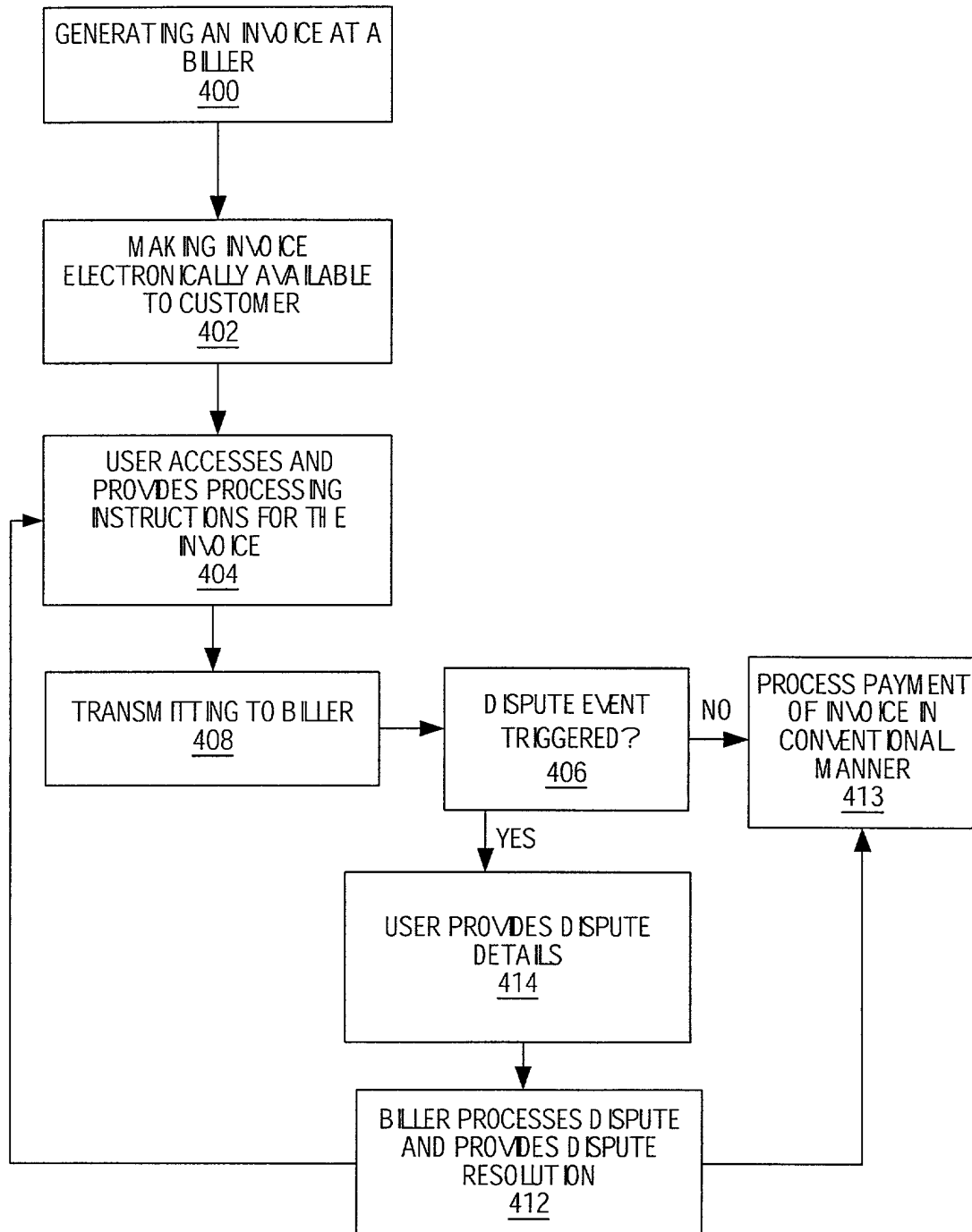


FIG. 4

504

USER ID JSMITHABC CUSTOMER NAME ABC SESSION ID 96208581

OPEN INVOICES FORPAY MENT

VIEW INVOICES FOR PATRON NUMBER(S) CURRENCY: CANADIAN

PATRON NUM BER	STATUS	SELECT	INVOICE NUM BER	INVOICE DATE/DUE DATE	BILLED AMOUNT	PAID TO DATE AMOUNT	OPEN AMOUNT	UNIQUE SHIPMENT ID
506 ~ 123456 A	INVOICE C\$5,500.00 DISPUTE	DISPUTE <input checked="" type="radio"/> APPROVE <input type="radio"/>	026858370	2000-OCT- 26 2000-NOV- 2	C\$5,500.00	\$0.00	C\$5,500.00	B0L543876
506 ~ 123456B	CREDIT	DISPUTE <input type="radio"/> APPROVE <input type="radio"/>	0283900058	2000-SEP- 20	C\$3,000.00	C\$4,000.00	C\$1,000.00	B0L54380
506 ~ 123456C	UNPAID	DISPUTE <input type="radio"/> APPROVE <input type="radio"/>	026858639	2000-OCT- 27 2000-NOV- 3	C\$700.00	\$0.00	C\$700.00	B0L543812
TOTAL					C\$1,200.00	C\$4,000.00	C\$5,200.00	

501 500 508 502

FIG. 5A

504

WAYBILL NUMBER/DATE	EQUIPMENT ID	ORIGIN DESTINATION
704177 2000-OCT-25	CN 334433	EDMONTON/ HALIFAX
704190 2000-SEP-19	CN334466	EDMONTON/ HALIFAX
135246 2000-OCT-26	CN887654	EDMONTON/ HALIFAX

FIG. 5B

FIG. 6A

USER ID CAROLWHEELS CUSTOMER NAME WHEELS INTL FREIGHT SYSTEMS SESSION ID 10200

DISPUTE DIALOGUE

INVOICE 1 OF 1

PATRON NUMBER	STATUS	INVOICE NUMBER	INVOICE DATE/DUE DATE	BILLED AMOUNT	PAID TO DATE AMOUNT	DISPUTE AMOUNT	UNIQUE SHIPMENT ID	WAYBILL NUMBER/ DATE
893770 A	OPEN	008446876 VIEW HISTORY	2000-FEB-10 2000-FEB-17	U\$450.00	U\$0.00	0.00	169260	698617 2000-JAN-17

AMOUNT AUTHORIZED FOR PAYMENT 0.00 600

DISPUTE REASONS:
☒ INCORRECT INVOICE AMOUNT
☐ INCORRECT CURRENCY
☐ WEIGHT ISSUE
☐ INCORRECT ROUTING
☐ EQUIPMENT CHARGED DIFFERENT FROM EQUIPMENT ORDERED
☐ INCORRECT PATRON NUMBER
☐ INCORRECT CUSTOMER INVOICED
☐ TAXES
☐ INCORRECT RATE AUTHORITY
☐ OTHER (SPECIFY)

DISPUTE NOTE ON DATE 2001-APR-30
THIS SHOULD BE RATED UNDER CNR 123456

SUBMIT CANCEL

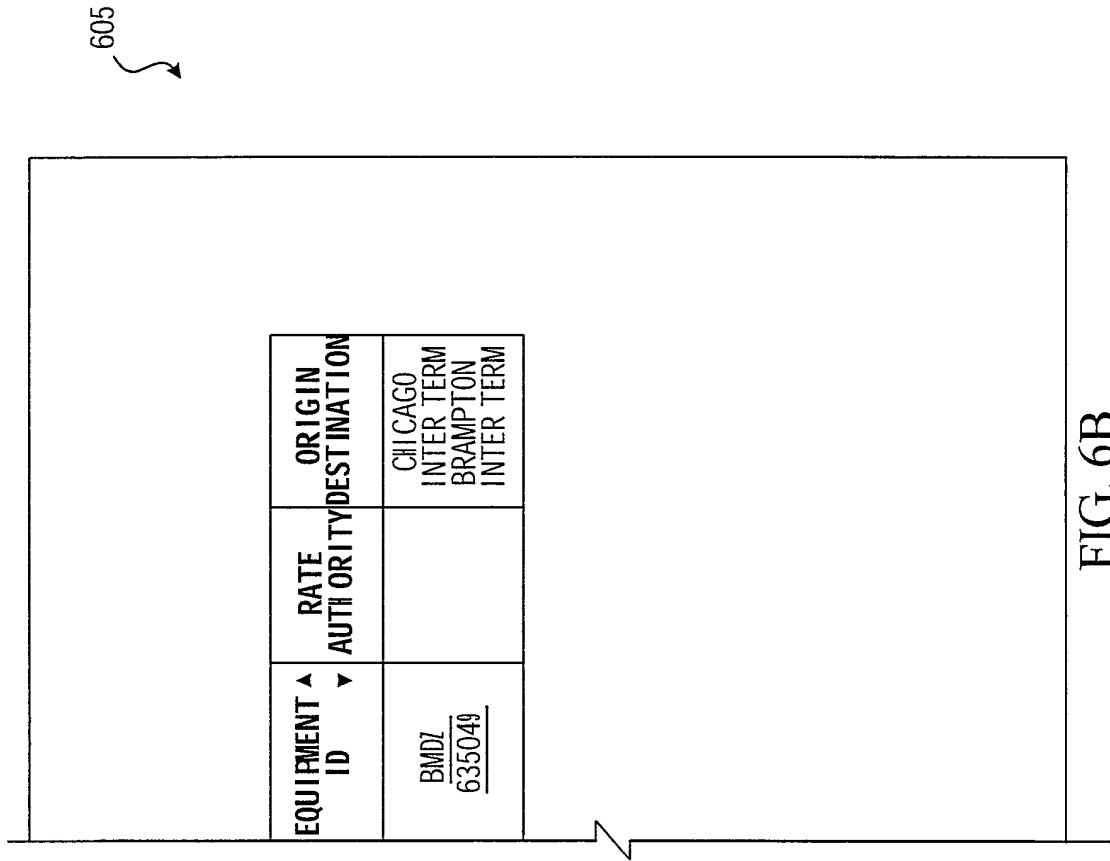
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602

604

FIG. 6A



750

USER ID CAROLWHEELS

CUSTOMER NAME WHEELS INTL FREIGHT SYSTEMS

SESSION ID 10201

706

DISPUTE HISTORY

PATRON NUMBER	STATUS	INVOICE NUMBER	INVOICE DATE/DUE DATE	BILLED AMOUNT	PAID TO DATE AMOUNT	DISPUTE AMOUNT	UNIQUE SHIPMENT ID	WAYBILL NUMBER/ DATE
893770 A	AUTHORIZED IN DISPUTE	008446876 VIEW HISTORY	2000-FEB-10 2000-FEB-17	US\$450.00	US\$0.00	US\$450.00	169260	698617 2000-JAN-17

DISPUTES:

DATE: 2001-APR-30

STAGE: INITIATED

REASONS: INCORRECT RATE APPLIED

NOTE: THIS SHOULD BE RATED UNDER CNR 123456

700

702

704

CNNOTES:

DATE:

NOTE: INVOICE CORRECTED AND COMPUTER RATING HAS BEEN ADVISED AND FIXED THE TABLES.

FIG. 7A

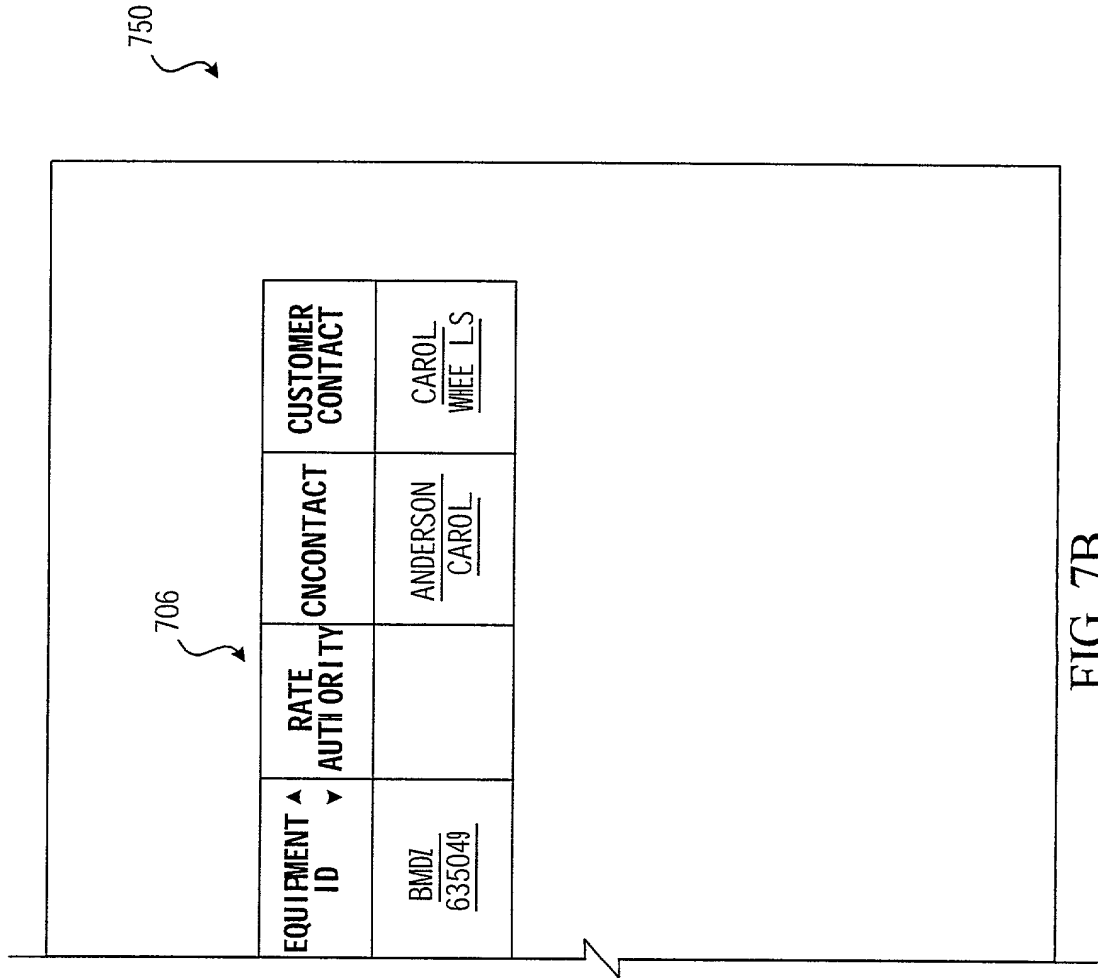


FIG. 7B